

HQ U.S. Army Installation Management Agency, Europe Region



Public Affairs Office
Unit 29353, Box 200 APO AE 09014
Postfach 10 43 21, 69033 Heidelberg
DSN 370-7235/75497235 Tel.: 06221-57-
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PRESS RELEASE

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PAPER TICKET FEES

Official travelers could pay out of pocket

Heidelberg, GE -- Installation Management Agency – Europe (IMA-E) officials are warning that personnel on official TDY will be responsible for paying paper ticket fees out of pocket if airlines offer electronic tickets on that route.

On Jan. 19, Delta Airlines began charging a fee for issuing paper tickets on routes where an electronic ticket was available and other international and domestic airlines are expected to implement similar policies.

Travelers will be charged approximately \$20 if they request a paper ticket and the fee will apply to each paper ticket requested, regardless of the type of travel. This includes temporary duty, emergency leave, and permanent change of station.

According to joint travel regulations, paper ticket fees are non-reimbursable expenses unless it is required to complete the mission, reimbursement is authorized by the traveler's order issuing official, and the authorization is documented on the traveler's orders.

IMA-E's Commercial Travel Offices (CTO) will collect the paper ticket fees prior to issuing a ticket, unless an exception is indicated on official travel orders.

For more information contact Mr. David Greene, DSN 475-7851, Cmrcl (0)9641-837851, david.greene3@graf.eur.army.mil or Mrs. Luz Leathers, DSN 475-7519, Cmrcl (0)9641-837519, luz.leathers@graf.eur.army.mil

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The U.S. Army Installation Management Agency, Europe (IMA-E) is one of seven regional offices created Oct. 1, 2002, as part of an Army-wide initiative to focus management of Army installations around the world under one organization. IMA-E is responsible for all facets of support for U.S. Army Soldiers and families in Europe from drivers licenses to child care to force protection. As the landlord for all U.S. Army facilities in Europe, IMA-E is responsible for infrastructure and continuing the Army's strong commitment to environmental protection. Its higher headquarters is located in Arlington, Va.